

On-Line Billing Explained

The Melrose YMCA Sharks (MELY) swim team participates in a monthly billing program hosted by Team Unify, a software program designed specifically for use by swim teams. This is the same software used to host our team website, and manage our meet registrations.

We use Team Unify to invoice for the following fees:

- Meet fees (both YMCA and USA)
- USA Swimming Registration
- Event fees (e.g. banquet, Laser Quest, etc.)

Note that we do NOT use this system for a swimmer's YMCA membership fee, or their swimming program fees. Both of these are handled directly by the YMCA staff.

Logging On

The system uses the same Team Unify login account that you use to register for swim meets. This account is set up on a per family basis, and can include multiple swimmers.

Reviewing Balance and Invoices

- Log onto your account
- Click on "**My Account**" on the left hand side, and then on "**\$My Invoice/Payment**"
 - **Invoices Tab**
 - **Account Charges Summary** – high-level view of the account
 - **Current Invoice Summary** – new charges and payments
 - **Projected Amount Owed** - projected amount owed on the next invoice
 - **Billing History** - access to previous invoices, as well as an option to show all payments, as well as search your billing/payment history
 - **Service Hours** - this tab can be ignored

Notifications

Two emails will be sent out each month:

Billing Summary Email

- WHEN: ~5-7 days prior to the 1st of each month
- WHAT: Best-guess preview of what the final invoice will be on the 1st of the month
- WHO: All accounts – regardless of whether there is a balance due or not

Invoice Email

- WHEN: The 1st of each month
- WHAT: Final invoice for the month
- WHO: Only accounts with a balance due

Payments

Invoices are payable upon receipt. Until the online payment option is enabled, families should pay their balances by dropping off a check (**payable to Melrose YMCA**) or cash in an envelope at the front desk. Please label the envelope with your name and description of payment, and ask that it be placed in the swim team folder.